

Billing Questions discussed during the PreProposal Conference on 6/11/13

Q1: What software application would we receive an export file from for printing and presentment?

A1: ACPE currently uses a system called HELMS. It is a flat file off of the system (text only).

Q2: Is a plan holder's list available that provides details as to which vendors are intending to respond to this RFP?

A2: No, we will not be providing a plan holders list to offerors.

Q3: How many bill templates will the awarded vendor be required to set up. Is there a single bill template, or more?

A3: We currently have one billing statement that will need to be developed.

Q4: What is the current cost per package for printing and mailing?

A4: We currently use a variety of state agencies to accomplish our billing statement mailing so the exact cost is unavailable.

Q5: Are statements printed in variable color or are pre-printed forms used?

A5: Our current statements are printed in blue and black. It would be our preference to continue using a similar color scheme but we would also be fine with a monochrome statement.

Q6: The pricing sheet references 2 pages, double-sided printing however the sample is only one-sided and 1 page. Can you please provide information regarding the other side and second page or send over a sample?

A6: We have provided a sample billing statement that we put together which is very rough. We will be looking to the successful offeror to take all of the information and put it together into a coherent statement format.

Q7: Can data security be outsourced? Will a server need to be kept on-site?

A7: It depends on the details of the outsourcing. There are a few restrictions with the State of Alaska. For example: cloud is not allowable.

Q8: Is the data file that will be sent to the vendors a raw file or a PDF? We would like to know if we are going to be putting any marks on it.

A8: The file will be sent to the vendors in a raw format. We are looking at the vendors to put together the statement as stated in Q6 above.

Q9: Are there any requirements to how quickly the main system would need to be up and running if there were a system crash?

A9: We do not currently have any requirements. We are looking to the offerors to tell us what their capabilities are.

Q10: Since you have stated that you will combine the statements for borrowers with multiple loans, are the vendors going to be responsible for that task, or will the file be sent to us with the borrowers already combined?

A10: ACPE will send the file with the borrowers already combined.

Q11: Is there a cap on how many inserts you will have per mailing?

A11: This is something we would like to hear from the vendor. We would like to have at least four including the remit envelope.

Q12: Is there an API in place, or will the vendors need to design one?

A12: There is no API in place; ACPE will work with the vendor to ensure that authentication information is passed on to ensure that the pass off is seamless to the borrower.

Q13: Is there currently a website where borrowers can view information?

A13: Yes. Our website acpe.alaska.gov

Q14: How much of the helpdesk is on the vendor? If a borrower cannot access their account, they are going to want to be able to contact someone.

A14: The borrowers will be contacting ACPE if there is an issue logging onto the website. If needed, ACPE will be contacting the vendor for any issues.

Q15: If the vendor is required to send out emails with statements, there will need to be some sort of secure way to send. Is there one in place?

A15: The emails that will be sent to borrowers will not include a statement. The email will be a notification that their statement is ready to be viewed by logging in to their online account.

Q16: How often will the emails be sent out?

A16: Every time a statement is created. Statements will be created at least once a month, maybe more.

Q17: Will the vendor need to report borrowers whose paper statements are being suppressed?

A17: Yes, see 5.02 Deliverables on page 21 in section 5 of the RFP.

Q18: One page 2 of the statement, will this information ever change?

A18: Very rarely if ever, this is information is federally required on all statements.

Q19: On ACPE's statement example, the loan detail information is in alternating blue and white lines. Is there any requirements regarding the colored lines?

A19: There are no specific requirements as to the layout. This was just an example we created. We will work with the successful offeror to develop a final statement layout.

Q20: Will the postage account for the mailings be managed by ACPE or the vendor?

A20: This is something that we will work out with the successful offeror. We expect to pay actual costs for postage and can create our own account or the vendor can create an account and pass on the costs to us.

Q21: The timeframe for the project seems to be very tight. Are there portions of the project that can be completed after the dates indicated?

A21: We understand that it will take some time to implement this project. Our plan is to award the contract by the end of July. After the billing statement is created we will need 3 weeks of lead time to test the document with our bank to make sure that they can properly read the OCR line.

Q22: Is ACPE looking for vendors to have files available for access for all borrowers?

A22: Yes, regardless of whether or not they have signed up to receive electronic notifications. All borrowers will have access to an electronic copy of their statement which will be attached to their ACPE online account.